# Service & Support

## LANCOM Extended Support Times

### Support availability during extended service times for planned migrations and installations

- Competent LANCOM support out of regular service times - ideal for safeguarding maintenance work
- Trouble-free work on networks after office hours
- Exclusive support availability on working days from 5pm to 12am, and on weekends and holidays from 10am to 6pm
- Minimal reaction time within the booked availability period

LANCOM
Systems

# LANCOM Extended Support Times

## More flexibility

Use the LANCOM Extended Support Times out of your office hours so you can concentrate on your every-day business.

## Guaranteed availability

Within the booked service times the LANCOM support is exclusively at your disposal.

## Safeguarding of your maintenance periods

During your planned migrations or installations out of your office hours the LANCOM support is at your side. This way, in case of occurring problems you are fully safeguarded.

## Working out of your office hours

After hours, on the weekend or on holidays: conduct the work on your network infrastructure without worries. With the competent LANCOM support you are on the safe side.

## Conditions

A LANCOM Extended Support Times voucher entitles you to:

- Planned support availability outside of regular service hours

The extended service times can be booked for the following time periods:

- Working days from 5pm to 12am
- On weekends or holidays from 10am to 6pm

## Booking

- Pre-registration of min. 2 days
- Minimum purchase: 1 hour
- One voucher corresponds to an availability period of 1 hour. Please contact us for a detailed arrangement via e-mail or telephone.

Date arrangement via telephone

The LANCOM service hotline can be contacted via:

+49 (0) 2405 49 936-210

Date arrangement via e-mail

Please include your voucher number in the subject line of your e-mail to:

services@lancom.de

| Item number | |
|---|---|
| LANCOM Extended Support Times Voucher | 10321 |

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12/14